

FREQUENTLY ASKED QUESTIONS

Q1. HOW DO I CONTACT THE COURT?

- A. Please [click here](#) for the Staff Directory which includes the street and mailing address of each Clerk's Office. **NOTE:** Judges cannot be reached by direct telephone lines. If you have a question or comment for one of our judges, please contact a member of their staff or write to them at the appropriate address.
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Q2. HOW DO I GET TO THE COURT?

- A. The United States Bankruptcy Court for the District of New Jersey has three locations. Click on the following links for directions to each Courthouse.

[Camden](#)

[Newark](#)

[Trenton](#)

PLEASE NOTE THAT 341(A) MEETINGS ARE CONDUCTED BY A TRUSTEE AND MAY BE HELD IN LOCATIONS OTHER THAN THE COURTHOUSE. PLEASE SEE Q10 BELOW FOR MORE INFORMATION.

Q3. WHERE SHOULD I FILE MY PETITION?

- A. All documents relating to a bankruptcy case, including the petition, must be filed at the clerk's office located in the vicinage in which the debtor resides (if the debtor is an individual), or in which the debtor has its principal place of business. The Bankruptcy Court for the District of New Jersey is divided by county into the following vicinages:

The Camden vicinage consists of Atlantic, part of Burlington (the townships of Cinnaminson, Delran, Edgewater Park, Evesham [Marlton], Maple Shade, Moorestown, Mt. Laurel, Palmyra, Riverside and Riverton), Camden, Cape May, Cumberland, Gloucester and Salem counties.

The Trenton vicinage consists of part of Burlington (excluded are the townships of Cinnaminson, Delran, Edgewater Park, Evesham [Marlton], Maple Shade, Middlesex, Moorestown, Mt. Laurel, Palmyra, Riverside and Riverton), Hunterdon, Mercer, Monmouth, Ocean, Somerset and Warren counties.

The Newark vicinage consists of Bergen, Essex, Hudson, Morris, Passaic, Sussex, and Union counties.

Q4. WHAT CHAPTER SHOULD I FILE?

- A. There are six basic types of bankruptcy cases. For descriptions of each chapter [click here](#). The staff of the Clerk's Office is prohibited by law from providing legal advice. For more information on filing bankruptcy [click here](#) to access our Filing Without an Attorney page or [here](#) to access the booklet *Bankruptcy Basics*.
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Q5. WHAT PAPERS ARE NEEDED TO FILE BANKRUPTCY? WHERE CAN I GET THE PAPERS? SHOULD I PROVIDE COPIES?

- A. To determine what papers are required when filing bankruptcy, please [click here](#) for a Schedule of Required Lists and Statements. All Official Bankruptcy Forms are available for download from our web site, www.njb.uscourts.gov as well as www.uscourts.gov.

Pursuant to Local Rule 5005-2, you must file an original and one copy of the petition and all related documents. If you would like a "filed" stamped copy returned to you, you must provide an additional copy and a self-addressed, stamped envelope.

For more information on what papers are necessary [click here](#) to access our Filing Without an Attorney page, or [click here](#) for the booklet, *Bankruptcy Basics*.

Q6. WHAT IS THE FILING FEE AND MAY I PAY THE FILING FEE IN CASH?

- A. The fee to file a bankruptcy petition varies depending upon the chapter filed. For a list of current filing fees [click here](#). Filing fees may not be paid in cash. They must be paid in the form of business or attorney check, money order or certified check. Attorneys may submit an application to pay fees via credit card. A Credit Card Authorization may be found on our web site by [clicking here](#).

The court accepts cash for the payment of in-person copy requests and public printing fees ONLY. You must present exact change.

Q7. WHAT IF I DON'T HAVE ENOUGH MONEY TO PAY THE FEE?

- A. Individual debtors may request permission from the Court to pay the filing fee in installments. Payments may be made in no more than four (4) installment payments and the final installment must be made within 120 days after the filing of the petition. If the debtor fails to pay any installment when due the case may be dismissed. [Click here](#) for an Application and Order to Pay in Installments.

Chapter 7 debtors who meet certain requirements may request that the court waive the filing fee. [Click here](#) for an Application for Waiver of the Chapter 7

Filing Fee.

Q8. DO I NEED AN ATTORNEY TO FILE BANKRUPTCY?

- A While it is possible to file a bankruptcy case pro se, that is, without the assistance of an attorney, it is extremely difficult to do so successfully. Hiring a competent attorney is highly recommended. If you are unable to afford an attorney, you may qualify for free legal advice or representation. For more information regarding these services, please [click here](#) for a Schedule of Legal Resources. The Court and members of the Clerk's Office staff cannot recommend a lawyer.
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Q9. MUST I ATTEND THE MEETING OF CREDITORS?

- A. Yes, debtors must attend the Meeting of Creditors. This meeting is also referred to as the *First Meeting*, *First Meeting of Creditors* or the *Section 341(a) Meeting*. It is conducted by the trustee and may be held at a location other than our courthouse. Please see below for more information on those locations. For more information on Section 341(a) meetings, [click here](#) for our Filing Without An Attorney page, or [here](#) for the booklet, Bankruptcy Basics.
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Q10. HOW DO I GET TO THE FIRST MEETING OF CREDITORS?

- A. If the Meeting is being conducted at one of our courthouses and you need directions, use the links in Number 1 above. Use the links below for directions to other locations:
- [1 AAA Drive * Suite 101 * Robbinsville, N.J.](#)
[800 Hudson Square * Suite 102 * Camden, N.J.](#)
[1423 Tilton Road * Suite 5 * Northfield, N.J.](#)
[One Newark Center * Suite 1401 * Newark, N.J.](#)
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Q11. WHAT DEBTS WILL BE DISCHARGED?

- A. For a general summary of dischargeable debts [click here](#) to access a copy of a Chapter 7 Discharge notice, or [here](#) for a chapter 13 Discharge notice. For more information on discharges [click here](#) for our Filing Information Without an Attorney page, or [here](#) to view the booklet, *Bankruptcy Basics*.
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Q12. WHO GETS A COPY OF MY DISCHARGE?

- A. All creditors and parties in interest in your case will receive a copy of the discharge. You may obtain a list of recipients using the methods of accessing case information indicated below.

Q13. WHAT IS THE DIFFERENCE BETWEEN CREDIT COUNSELING AND FINANCIAL MANAGEMENT COURSES? ARE THEY MANDATORY AND IF SO, WHEN SHOULD I TAKE THEM?

- A. All individual debtors must obtain credit counseling **BEFORE** filing for bankruptcy. [Click here](#) to access a list of approved credit counselors.

To be eligible for a discharge, all individual debtors must attend a Financial Management Course **WHILE THE CASE IS PENDING**. [Click here](#) to access a list of approved Financial Management Courses.

For more information [click here](#) to access our Filing Without an Attorney page. You may also [click here](#) to access the booklet, *Bankruptcy Basics*.

Q14. HOW CAN I FIND OUT INFORMATION ABOUT AN OPEN CASE?

- A. There are several ways to obtain case information:

PACER (Public Access to Court Electronic Records) - Complete docket information and images of documents, (including basic information relative to archived cases) may be viewed and/or printed by using PACER. The cost is .8¢ per page. To utilize Pacer you must first register with the Pacer Service Center. For more information please contact the Pacer Service Center:

Pacer Service Center
P.O. Box 780549
San Antonio, TX 78278-0549
Telephone: (800) 676-6856
Web site: www.pacer.psc.uscourts.gov

COURTHOUSE ACCESS - Public computers are available in each clerk's office to view or print imaged documents, docket sheets or forms. The fee for printing from our public terminals is 10¢ per page. We will accept cash for printing fees. Actual case files may also be viewed unless they are being reviewed by a staff member at the time of the request or if they have been shipped to the National Archives. A valid picture identification card is needed to view a case file or docket. Some acceptable identification cards include a state driver's license or identification card, a U.S. passport, or a federal, state, county, or city employee card. Credit cards or car keys are not acceptable forms of identification.

TELEPHONE ACCESS - Our Voice Case Information System (VCIS) allows callers to access limited information (i.e., debtor, case number, judge, date filed, chapter, attorney, trustee, whether there are assets, and case status - such as discharge date and closed date) about a case, free of charge 24 hours a day, seven days a week, from any touch tone telephone. The following are the VCIS phone numbers:

1-877-239-2547 (toll free) and 973-645-6044

Q15. HOW CAN I VIEW A CASE FILE THAT HAS BEEN ARCHIVED OR GET COPIES OF DOCUMENTS THAT HAVE BEEN ARCHIVED?

- A. Our Court's files are shipped to the National Archives (NARA) in Lee's Summit, Mo. The fee to have the court retrieve a file on your behalf is \$45.00. To do so please contact the Clerk's Office in any vicinage.

You may also fax your request to NARA directly. For more information [click here](#) for the NARA Request For Copies form. To fax your request directly you will need file information such as transfer, box and location numbers. Please contact the [Clerk's Office](#) for this information.

Q16. I'VE TRIED TO VIEW/PRINT A FORM ON YOUR SITE, BUT WAS UNABLE TO DO SO.

- A. Many items found on our web site, including forms, are in PDF format. To view print, or save files in PDF format you must have Adobe's Acrobat Reader installed on your computer. Please [click here](#) to download Acrobat Reader. [Click here](#) for step-by-step directions for downloading and installing Adobe Acrobat Reader.

NOTE: Many of our forms are fillable. To complete a form and save it WITH the information entered you must use Adobe Acrobat. Using Adobe Reader will only save the blank form - not the completed information.

Q17. SOMETIMES IT TAKES A LONG TIME TO VIEW OR DOWNLOAD A PARTICULAR FILE ON YOUR WEB SITE. WHY?

- A A few of the forms and files located on our web site are somewhat large and may take a minute or two to download at slower modem speeds. Your web browser may be blank while downloading the file, please be patient.

Q18. CAN I SAVE A FILE OR FORM SUCH AS THE LOCAL RULES ON MY COMPUTER?

- A. Yes. To save forms or files that are in PDF format follow the directions below.
1. When the file is open in Adobe Acrobat Reader, click the floppy disc icon on the toolbar - a "save a copy" dialog box will pop up on your screen.
 2. Navigate to the folder you wish to store the file/form in. If you are unsure where to save it, click the down arrow in the "Save in" window. Click on "desktop" (which is near the top of the list).
 3. Type the name of the file in the "File Name" window. (You may name the file anything you wish).
 4. Click "Save."
 5. If you saved the item to your "desktop," there will be an icon on your desktop for the file/form you just saved. To access the file/form, double click the icon.
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Q19. WHAT SHOULD I DO IF I'M NOT SURE THAT I'VE COMPLETED THE FILING OF A DOCUMENT?

- A. Run your Transaction Log from CM/ECF- it's FREE. The log displays all transactions completed by you during a selected date range. If you are not certain that a transaction was successful, review the Transaction Log before you attempt to refile a document. To run the Transaction Log go to Utilities → View Your Transaction Log → Enter a date range. All successful ECF transactions by date, case number and type will display.
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Q20. HOW CAN I MAKE SMALLER FILES WHEN I SCAN A DOCUMENT?

- A. Scanned documents are frequently very large and may cause ECF to "time out" during filing. In addition, CM/ECF will not accept files larger than 5 MB. To avoid being "timed out", choose the optimal scanner setting of black and white (not grayscale or color), set the resolution to 200 dpi, and the paper size of 8½ x 11. If the scanned document is still too large separate it into smaller PDF files.
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Q21. WHAT IS THE PROPER WAY TO ELECTRONICALLY SIGN A DOCUMENT?

- A. The signature line on all electronically filed documents must contain a /s/ [name of person] to be properly e:filed. For more information on signing electronic documents please see our [Administrative Procedures and Commentary Supplementing Administrative Procedures](#).
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Q22. HOW CAN I TELL WHAT VERSION OF ADOBE ACROBAT I'M USING?

- A. Click the HELP pull-down menu → click ABOUT ACROBAT.
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Q23. WHEN I PRINT ORDERS THAT THE JUDGE HAS MODIFIED, THE MODIFICATIONS DISPLAY ON THE SCREEN, BUT NOT ON THE PRINTED DOCUMENT. WHY IS THIS?

- A. Your Adobe Acrobat print settings may not be enabled for annotations and comments. Click the FILE pull-down menu → click PRINT and do the following depending on your version of Adobe Acrobat:

Acrobat 5: In the PRINT window select COMMENTS in the Print Range section.

Acrobat 6: In the PRINT window select DOCUMENTS AND COMMENTS from Print drop down menu

Acrobat 7: In the PRINT window select DOCUMENT AND MARKUPS from the Comments and Forms drop down menu.

If there are continued printing problems, download and install the latest printer driver from the printer manufacturer's web site. Some models offer a choice for PostScript or PCL drivers. Choose PCL driver if that is available - otherwise choose the latest driver. After driver installation reboot your PC.

Q24. HOW DO I WITHDRAW A PLEADING?

- A. E:File a document indicating your intention using the *Withdrawal of Document* event located in the Misc. Events category. Create a link between the document you're filing and the document being withdrawn. [Click here](#) to access step by step instructions for using the *Withdrawal of Document* event.
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Q25. ARE DOCUMENTS CREATED USING ADOBE ACROBAT VERSION 6 COMPATIBLE WITH EARLIER VERSIONS OF ACROBAT?

- A. No. Documents converted to PDF using Acrobat 6.0 cannot be saved by someone who has an earlier version of Acrobat installed on their computer. Follow these steps to ensure that your documents are compatible:

Click the START button on the lower left of your screen
Click ALL PROGRAMS → Click ACROBAT DISTILLER 6.0
Click the SETTINGS pull-down menu
Click EDIT ADOBE PDF SETTINGS
Click the GENERAL tab
Select Acrobat 4.0 from the COMPATIBILITY drop-down menu
Click OK
After creating, or when saving a PDF document always take the following steps:
Click FILE → REDUCE FILE SIZE
Select Acrobat 4.0 or Later from the Compatible With drop-down box.
Click OK

Q26. WHEN I TRY TO SAVE A FORM FROM YOUR WEB SITE, I GET AN ERROR MESSAGE. WHY?

- A. There are two possible reasons:
- (1) You have Adobe Reader, not Adobe Acrobat. Adobe Reader software is free and only allows viewing and printing of PDF documents - it does not allow users to save PDF documents. To determine what program you are using click the HELP pull-down menu. You should have an option called "About Acrobat or About Adobe Reader ,

OR

- (2) You have an older version of Adobe Acrobat. Contact the [Help Desk](#) for more information.

Q27. WHY ARE THE BANKRUPTCY AND ADVERSARY ITEMS MISSING FROM THE BLUE MENU BAR IN CM/ECF?

- A. If you don't see the Bankruptcy and Adversary categories on the blue ECF menu bar then you've probably logged into PACER. Log out and try again by using your ECF login and password. If the categories are still missing try clearing the browser cache.
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Q28. HOW DO I CLEAR MY BROWSER'S CACHE?

- A. Temp files are stored in your computer's cache. When the amount, or aggregate size of the files become too large, you may encounter a blank CM/ECF screen, or more frequently some menu items or categories may not display. To clear your browser's cache:

Internet Explorer Browser 6:

Open Internet Explorer

Click the TOOLS pull-down menu in your browser

Click INTERNET OPTIONS → Click the GENERAL TAB

Click DELETE COOKIES → Click OK

Click DELETE FILES → Click OK

Click OK in the Internet Options window

If you are logged into CM/ECF, log out and then log back in.

Internet Explorer 7:

Click the TOOLS icon on the toolbar

Click INTERNET OPTIONS

Click the GENERAL tab

Click DELETE in the Browsing History section

Click DELETE FILES in the Temporary Internet Files section → Click YES in the Delete Files pop up window

Click DELETE COOKIES in the Cookies section → Click YES in the Delete Cookies pop up window

Click CLOSE

Click OK

Netscape:

Open Netscape

Click the EDIT pull-down menu in your browser

Click PREFERENCES → Click ADVANCE

Click CACHE → Click CLEAR MEMORY CACHE → Click OK

Click OK to save the change

Q29. I AM NOT RECEIVING EMAILS FROM THE COURT. WHAT CAN I DO TO CORRECT THIS?

- A. If you're not receiving e-mail notices from ECF it could be due to one of the following:
- Your e-mail address has changed and you have not changed the address in CM/ECF.
To do so, click UTILITIES on the blue menu bar → click MAINTAIN YOUR ECF ACCOUNT → click EMAIL INFORMATION → in the Primary e-mail address field, delete your old address and enter the new one → click RETURN TO ACCOUNT SCREEN → click SUBMIT
 - Are you using AOL to receive e-mail?
If so: check the Anti-Spam preferences to verify that ecfwebmaster@njb.uscourts.gov is listed in the AOL address book. This will ensure that ECF-related e-mails are not blocked from reaching you.
 - Your email account is full.
Most internet service providers (ISPs) limit the amount of email you may store on their server. Contact your ISP to determine the limit and how to delete the emails you no longer need.

NOTE: If you continue to encounter problems, please contact Nancy Sullivan at 973-645-6474 x 2335.

Q30. THE COURT HAS TOLD ME THAT I HAVE TO EMBED THE FONTS IN THE CHAPTER 13 PLAN FORM THAT I USE. CAN YOU TELL ME HOW TO DO THIS?

- A. The Bankruptcy Noticing Center (BNC) generates all notices for the court, including the Chapter 13 Plan and Notices of Information. The number of fonts the BNC is able to produce is limited. If the font cannot be identified by the BNC, the form or notice will fail. To get around this issue, attorneys and trustees must embed their fonts in the document when it is converted to PDF.

THIS IS A ONE TIME SETTING FOR ALL DOCUMENTS CONVERTED TO PDF.

To create PDF documents with embedded fonts, do the following:

Create the document using 3rd party software, e.g., word processor, spreadsheet or petition preparation software.

Click FILE → PRINT

Under Current Printer: Select Adobe PDF or Adobe PDF Writer, depending on your version of Acrobat

To the right of the Name field click Properties

Under Adobe PDF Settings click EDIT

Click the FONTS folder

Place a check in the box next to EMBED ALL FONTS

Click OK → OK → OK

Q31. I JUST FILED A DOCUMENT THAT REQUIRES THE PAYMENT OF A FEE, BUT THE PAYMENT SCREEN DID NOT DISPLAY. WHAT SHOULD I DO?

- A. Pop-up blockers installed on your computer or browser will prevent the payment screen from displaying. In the future you must either disable the blocker or modify the settings to access the Pay.gov site and process credit card transactions. Please call the [Help Desk](#) to discuss payment on the document you just filed.
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Q32. WHAT SHOULD I DO IF I PAID FEES IN THE WRONG CASE?

- A. If you filed a motion or other document that requires a fee in the wrong case, the Clerk's Office can clear the fee from your attorney record. Call or send an e-mail to the [Help Desk](#).
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Q33. IS THERE A WAY I CAN RECONCILE MY CREDIT CARD CHARGES IN CM/ECF?

- A. Yes, ECF has a report that can be used to reconcile credit card charges for filing fees. On the blue menu bar in ECF, click UTILITIES → INTERNET PAYMENT HISTORY. Enter the desired date range. The report will list all payments made electronically or conventionally by you.
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Q34. SHOULD THE PETITION AND SCHEDULES BE E:FILED SEPARATELY?

- A. No, please e:file the petition and schedules as one PDF file. However, the Chapter 13 Plan and Certificate of Credit Counseling must be filed separately using the Misc Events of the same name. Also, if filing missing documents, all missing documents must be e:filed as one PDF using the Missing Documents event under Misc. Events category. However, if the missing documents include the Chapter 13 Plan and/or Certificate of Credit Counseling, these documents must be e:filed separately using the Misc. Events of the same name.
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Q35. WHAT EVENT SHOULD I USE TO FILE A MODIFIED CHAPTER 13 PLAN?

- A. File the Modified Chapter 13 Plan on the court's standard form using either the Modification of Chapter 13 Plan - After Confirmation event or the Modification of Chapter 13 Plan - Before Confirmation event, as the circumstances dictate. Both events are located under the Bankruptcy → Plan category. To access instructions on filing a Modified Plan after confirmation [click here](#). To access instructions on filing a Modified Plan before confirmation [click here](#).
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Q36. WHAT EVENT SHOULD I USE TO FILE AMENDED SCHEDULES?

- A. If you are filing an Amendment to any schedules, use the *Amended Schedules (fee)* event in the Misc. Events category. If you are filing an Amended List of Creditors, use the Amended List of Creditors event in the Misc. Events category.

The Court's Amended Schedules form is available in fillable format on the Court's website. For instructions on filing Amendments to Schedules D,E, or F [click here](#). To access instructions for filing an Amended List of Creditors, [click here](#).

Q37. HOW CAN I NOTIFY THE COURT OF A CHANGE OF ADDRESS?

- A.
- If the change of address is for an attorney who is a CM/ECF participant you can change your address by taking the following steps: (click here if the attorney is changing firms)
Click UTILITIES on the blue menu bar
Click MAINTAIN YOUR CM/ECF ACCOUNT
Change the address information
Click SUBMIT
 - If the change of address is for an attorney that is not an efiler, the attorney may submit a letter informing us of the change of address.

- If the change of address is for a debtor:

Complete and e-file the Court's Change of Address form using the Change of Address event, in the Misc. Events category.

Q38. SHOULD I NOTIFY THE COURT IF I MOVE TO A DIFFERENT LAW FIRM?

- A. Yes, this is very important. Failure to notify the court may result in the wrong parties receiving electronic notice or service. To do so complete our [Change of Law Firm form](#) and email it to [Help Desk](#).
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Q39. HOW CAN I CHANGE MY ECF PASSWORD?

- A. Take the following steps to change your password
Click UTILITIES on the blue menu bar
Click MAINTAIN YOUR ECF ACCOUNT
Click MORE USER INFORMATION
Change the information in the password fields
Click RETURN TO ACCOUNT SCREEN
Click SUBMIT

NOTE: The court encourages users to periodically change their password for security reasons, particularly if a member of your staff that had access to this information leaves your employ.

Q40. WHAT FORMATS ARE AVAILABLE FOR THE DELIVERY OF EMAIL NOTIFICATIONS FROM THE COURT?

- A. An efiler may choose from two formats: 1) a separate notice for each filing that is sent at the time of the filing of the document, or 2) a summary notice sent over night.

To change your preference take the following steps:
Click UTILITIES on the blue menu bar
Click MAINTAIN YOUR ECF ACCOUNT
Click EMAIL INFORMATION
Select the radio button that indicates your preference
Click RETURN TO ACCOUNT SCREEN
CLICK submit

Q41. I'M ATTEMPTING TO FILE A LARGE EXHIBIT TO A MOTION AND I EITHER GET TIMED OUT OR RECEIVE AN ERROR MESSAGE. WHAT SHOULD I DO?

- A Exhibits generally are supporting documents such as a vehicle title, a deed of trust, or a promissory note and are typically scanned. Scanned documents are frequently very large and may cause ECF to "time out" during filing. In addition, CM/ECF will not accept files larger than 5 MB. To avoid this, choose the optimal scanner setting of black and white (not grayscale or color), set the resolution 200 dpi, and the paper size of 8½ x 11. If the scanned document is still too large separate it into smaller PDF files.
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Q42. I HEAR THE TERM "LINK" FREQUENTLY WHEN DISCUSSING ELECTRONIC FILING - WHAT DOES IT MEAN?

- A. To "link" a document means to relate it to, or associate it with a previously filed document. During the filing process you may be asked "Does your document relate to a previously filed pleading?" If the answer is yes, you should follow the screen prompts to "link" the documents. Proper linkage allows a judge, or any other person looking at a document, to view all pleadings related to it, such as objections, certificates of service, etc. If a document isn't linked properly it may not display on the judge's calendar. If you need help with linking please contact the [Help Desk](#).
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Q43. I TRIED TO OPEN A DOCUMENT FROM PACER AND GOT A BLANK SCREEN. WHAT'S WRONG?

- A. This may be a problem with Acrobat 6 users. To correct the problem take the following steps:

If you want the document to open in Adobe:

Open Adobe Acrobat

Click the EDIT pull-down menu → click PREFERENCES

Click INTERNET in the list on the left side of the window

Uncheck the box next to "Display PDF in Browser"

Click WEB CAPTURE in the list on the left side of the window

Select IN ADOBE in the "Open Web Links" field

Click OK

If you want the PDF document to open in your browser:

Open Adobe Acrobat

Click the EDIT pull-down menu → click PREFERENCES

Click INTERNET in the list on the left side of the window

Place a check in the box next to DISPLAY PDF IN BROWSER
Click WEB CAPTURE in the list on the left side of the window
Select IN WEB BROWSER in the "Open Web Links" field
Click OK

NOTE: The information in the Internet and Web Capture preferences must be compatible or you may get a blank screen when trying to open a PDF document. That is, they must both be set either to open in the Browser, or to open in Acrobat.

Q44. HOW CAN I DETERMINE IF MY BROWSER SUPPORTS 128-BIT ENCRYPTION?

- A. For Internet Explorer 4 and above:
Click on the "Help" tab on your menu bar at the top of the screen
Scroll down and select "About Internet Explorer"

A small window will display indicating the version, as well as the encryption or cipher strength of your browser (either 40-bit, 56-bit or 128-bit). If the screen indicates you have a 40-bit or 56-bit version, or if it doesn't indicate the encryption level, you will need to upgrade to a version with 128-bit encryption

For Netscape Navigator 4 or above:
Click on the "Help" tab on your menu bar at the top of the screen
Scroll down and select "About Navigator" or "About Communicator"

A screen will appear that lists the details of your browser. Look for a section on the left and toward the middle that begins "Contains encryption software from RSA Data Security, Inc. .." If the next paragraph begins, "This version supports U.S. security...", your browser has 128-bit encryption. If it says that you have international security, your browser has 40-bit or 56-bit encryption and you will need to upgrade to a version with 128-bit encryption

Q46. HOW CAN I CONTACT THE COURT IF I'M EXPERIENCING PROBLEMS WITH E-FILING?

- A. Our Help Desk phone numbers are:
Camden: 866-653-4441
Newark: 866-653-4439
Trenton: 866-653-4449

The help desk email address is: cmecf_help_desk@njb.uscourts.gov

